

Existing and planned measures on the promotion of racial equality

Buildings Department

The Buildings Departments (BD) provides services for owners and occupants of both existing and new private buildings through enforcement of the Buildings Ordinance.

Services Concerned

- As regards existing buildings, our services include reducing risks and nuisances caused by unauthorised building works and advertisement signboards; promoting the importance of proper repairs and maintenance of old buildings, drainage and slopes; considering and approving alteration and addition works; processing submissions under the simplified requirements and the household minor works validation scheme of the minor works control system; improving fire safety measures in buildings and advising on the suitability of premises for the issue of licences for specified commercial uses.
- As regards new buildings, the department scrutinises and approves building plans, carries out audit checks on construction works and site safety and issues occupation permits upon completion of new buildings.
- The Department serves with professionalism and fairness regardless of the cultural and linguistic diversity due to different races.

Existing Measures

- Services are provided in Chinese and/ or English. The information of the departmental website is in both Chinese and English.
- All information leaflets and pamphlets available for distribution to the public are printed in both Chinese English.
- A language identification card prepared by the Centre for Harmony and Enhancement of Ethnic Minority Residents (CHEER) is posted at prominent place in the service counter. Interpretation and translation services will be

arranged where necessary and appropriate through CHEER. CHEER provides telephone interpretation services in eight languages, namely Bahasa Indonesia, Hindi, Nepali, Punjabi, Urdu, Tagalog, Thai and Vietnamese.

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| Assessment of Future Work | <ul style="list-style-type: none">• The Department will assess our services from time to time, taking into consideration feedback and suggestions from the public and staff so as to further enhance our services when necessary and appropriate. |
| Additional Measures Taken/To Be Taken | <ul style="list-style-type: none">• The Department will arrange staffs to attend training courses on Race Discrimination Ordinance (RDO) and related guidelines, racial sensitivity and cultural diversity organized by the Civil Service Training and Development Institute, Equal Opportunities Commission or relevant bodies.• The Department will collect and evaluate the feedback on the service from the service users and staff. |

For enquiries concerning the existing and planned measures on the promotion of racial equality, please contact our Building Surveyor / Technical Services 2 (Mr. Jason SEE) through the following channels -

Telephone no. : 3842 3444
Fax no. : 2537 4992
Email : enquiry@bd.gov.hk
Postal Address : Buildings Department
G/F, Buildings Department Headquarters, North Tower,
West Kowloon Government Offices,
11 Hoi Ting Road, Yau Ma Tei, Kowloon

Buildings Department
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